



WELCOME!

Agency Admin Meeting
Thursday, May 2nd, 2019

INTRODUCTIONS

Name

Agency

Getting to Know You Question?

If you could go anywhere, where would you go?

AGENDA

- ◆ COC | Coordinated Assessment | UPLIFT Updates
- ◆ HMIS Newsletter
- ◆ Housing Inventory (HIC)/Longitudinal System Analysis (LSA)
- ◆ HMIS New Features
- ◆ Breakout Groups
- ◆ Continuous Data Quality Improvement (CDQI)
- ◆ Reminders
- ◆ Next Month's Meeting

The background features a series of overlapping, angular shapes in various shades of green and teal. A large, dark teal shape forms a mountain-like peak at the top left. Below it, a lighter green shape extends towards the right. A large, medium-teal shape dominates the center, serving as the backdrop for the text. At the bottom, another dark teal shape mirrors the top peak, creating a sense of depth and structure.

COC|Coordinated Assessment|UPLIFT Updates

The background is an abstract composition of overlapping geometric shapes. At the top, a dark teal triangle points downwards. Below it, a light green trapezoid extends to the right. The central portion of the image is dominated by a large teal shape. At the bottom, another dark teal triangle points upwards, and a light green trapezoid extends to the left. The overall effect is a modern, layered design.

HMIS NEWSLETTER

Santa Clara HMIS News, April 2019

Welcome to the Santa Clara County HMIS Newsletter! In this edition you'll find the following:

- [HMIS in the Community: Performance Management Work Group](#)
- [From the Help Desk](#)
- [Getting Group Enrollments Right](#)
- [Report Spotlight: \[GNRL-220\] Program Details Report](#)
- [Upcoming Events](#)
- [Bitfocus Is Hiring!](#)

HMIS in the Community: Performance Management Work Group

This month for the HMIS in the community series, we are highlighting the Performance Management Work Group (PMWG). The goal of the workgroup is to offer a forum for CoC participants to evaluate the operation of the Homeless Response System and to set benchmarks determined by OSH and the community to measure the efficacy of the Homeless Response System.



April 2019 Newsletter *included:*

- **HMIS in the Community: Performance Management Work Group**
- **From the Help Desk**
- **Getting Group Enrollments Right**
- **Report Spotlight: [GNRL-220] Program Details Report**
- **Upcoming Events**
- **Bitfocus is Hiring!**



Housing Inventory Count (HIC) Point In Time (PIT) Longitudinal System Analysis (LSA)




THANK YOU!

Thanks to everyone for helping with the **Housing Inventory Count (HIC)** and **Point In Time Count (PIT)**!

The HIC and PIT were submitted on time, by the April 30 deadline. HUD will review the information and ask follow-up questions if needed.

HIC and PIT results will be shared after HUD finishes their review.



LSA UPDATES

Thanks to everyone for helping with the Longitudinal System Analysis (LSA)!

We are continuing to review warnings with HUD and may still have last minute questions for agencies.

HUD has not announced a deadline, but we expect it to be in early May.

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HMIS NEW FEATURES

CONTACT TAB

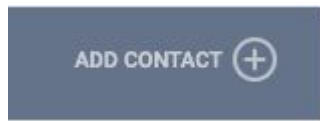
PROFILE HISTORY PROGRAMS SERVICES ASSESSMENTS NOTES FILES **CONTACT** LOCATION

CLIENT PROFILE

Social Security Number	XXX-XX-3119
Quality of SSN	Full SSN Reported
Last Name	
First Name	
Quality of Name	Data not collected
Quality of DOB	Full DOB Reported
Date of Birth	08/14/1986

Adult Age: 32

UNIQUE IDENTIFIER



Step 2: Select the plus sign to add CONTACT information

ADD CONTACT

Contact Type	Client
Email	
Phone (#1)	XXX-XXX-XXXX
Phone (#2)	XXX-XXX-XXXX
Active Contact	<input checked="" type="checkbox"/>
Private	<input type="checkbox"/>
Contact Date	
Note	<div>B I L R</div>

SAVE CHANGES CANCEL

Step 1: Search for client and navigate to the **CONTACT** tab

Step 3: Enter client information and be sure to **SAVE CHANGES**

The background features a series of overlapping, angular shapes in various shades of green and teal. A large, dark teal shape forms a mountain-like peak on the left side. Below it, a wide band of medium teal stretches across the center. The bottom of the image is composed of several overlapping shapes in lighter and darker shades of green, creating a layered, landscape-like effect.

HMIS UPCOMING DATA ENTRY FIELDS

DECEASED TOGGLE

Race	Select	▼
Ethnicity	Select	▼
Veteran Status	Select	▼

WARNING: THIS CLIENT HAS BEEN IDENTIFIED AS BEING DECEASED. CONTACT YOUR HMIS ADMINISTRATOR, OR IMMEDIATE SUPERVISOR, FOR MORE INFORMATION.

Client is Deceased



SAVE CHANGES

CANCEL

What Happens Next?

- Current documentation used to confirm death-if any
- Incident Report
- Who is notified of the client's death
- What are the next steps with regard to HMIS data entry
- Do you share this information with other agencies and OSH

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BREAK OUT GROUPS

A Closer Look At the ROI

Client initials	Type of PPI/PHI
1	<ul style="list-style-type: none">Identifying information (including: name, birth date, gender, race, ethnicity, social security number, phone number, residence address, or other similar identifying information)
2	<ul style="list-style-type: none">My photograph or other likeness
3	<ul style="list-style-type: none">Medical information included in my responses to questions asked as part of the standard HMIS intake and identification as a client or patient of the Santa Clara Valley Health and Hospital System
4	<ul style="list-style-type: none">HIV/AIDS-related information included in my responses to questions asked as part of the standard HMIS intake
5	<ul style="list-style-type: none">Mental health information included in my responses to questions asked as part of the standard HMIS intake and identification as a client receiving mental health services from the County's Behavioral Health Services Department
6	<ul style="list-style-type: none">Substance abuse treatment information included in my responses to questions asked as part of the standard HMIS intake and identification as a client receiving substance abuse or alcohol treatment from the County's Behavioral Health Services Department
7	<ul style="list-style-type: none">Financial and benefits information (including: employment status, income verification, public assistance payments or allowances, food stamp allotments, health care coverage, or other similar financial or benefits information)
8	<ul style="list-style-type: none">Housing information
9	<ul style="list-style-type: none">Information about services provided by HMIS Partner Agencies (including: date, duration, and type of service; and other similar service information)
10	<ul style="list-style-type: none">Other (specify): _____

How Well *Do You* Know the ROI?

A client walks into your agency and is requesting assistance. You inform them of the next steps and requirements of your program. You discuss with the client the ROI and ask they initial the items after they have read them. The client returns the ROI to you and you notice the following item has not been signed off?

Box 1 Identifying information

How do you proceed with this client?

How Well *Do You* Know the ROI?

As you review the ROI that was just filled in by a client you note that she has not signed off on boxes 3 (medical information), 5 (mental health information), 6 (substance abuse treatment), 7 (financial and benefits information) and 8 (housing information).

You know this will have an impact on information that is entered into HMIS as well as the clients score. How will you proceed with the VI-SPDAT? Or do you? What needs to happen next?

How Well *Do You* Know the ROI?

You have a client that is concerned with their legal status in the United States. She is wondering how her sharing information with you may result in her being deported.

What is your response to this client?

How Well Do You Know Homelessness Facts?

What State has the highest number of homeless people?

- a. Georgia
- b. New York
- c. California
- d. Texas

What race is most affected by homelessness?

- a. White
- b. African-American
- c. Asian-America
- d. Hispanic-Latino

The background features a series of overlapping, angular shapes in various shades of green and teal. A large, dark teal shape forms a wide, shallow 'V' or mountain-like silhouette across the top. Below this, a lighter green shape extends to the right. The central portion of the image is dominated by a large, solid teal shape that serves as a backdrop for the text. At the bottom, another dark teal shape mirrors the top one, creating a sense of depth and framing.

Break Out Groups Responses

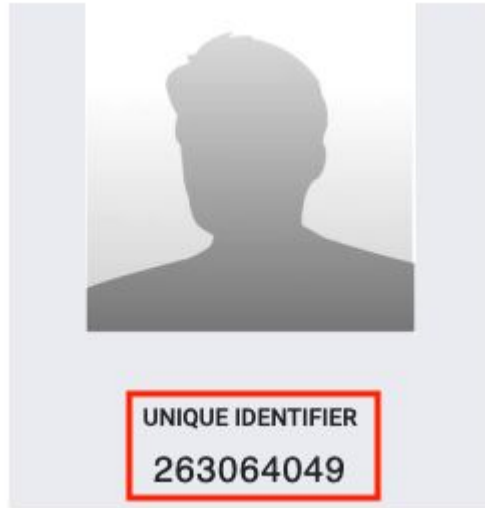
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How do you proceed with this client?

How Well *Do You* Know the ROI?



The client must be entered as **Anonymous**

How Well *Do You* Know the ROI?

As you review the ROI that was just filled in by a client you note that she has not signed off on boxes 3 (medical information), 5 (mental health information), 6 (substance abuse treatment), 7 (financial and benefits information) and 8 (housing information).

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How Well *Do You* Know the ROI?

Impact of Boxes 3, 4, 5, 6, 7, and 8

- Proceed with the VI-SPDAT Form, but do it on paper
- **IF** the client does not score high enough on the assessment to qualify, proceed to entering those responses that will not have an impact on the boxes signed off on the ROI
- **IF** client scores high enough on the assessment to qualify, enroll the client into the program and proceed to entering those responses that will not have an impact on the boxes signed off on the ROI

How Well *Do You* Know the ROI?

You have a client that is concerned with their legal status in the United States. She is wondering how her sharing information with you may result in her being deported.

What is your response to this client?

How Well *Do You* Know the ROI?

- Agencies that use HMIS are not the “owners” of the data entered so therefore cannot share any information
- **IF Immigration and Customs Enforcement (ICE)** or the Police wanted access to the information entered, they would need to get a subpoena or a court ordered document

How Well Do You Know Homelessness Facts?

What State has the highest number of homeless people?

- a. Georgia
- b. New York
- c. California
- d. Texas

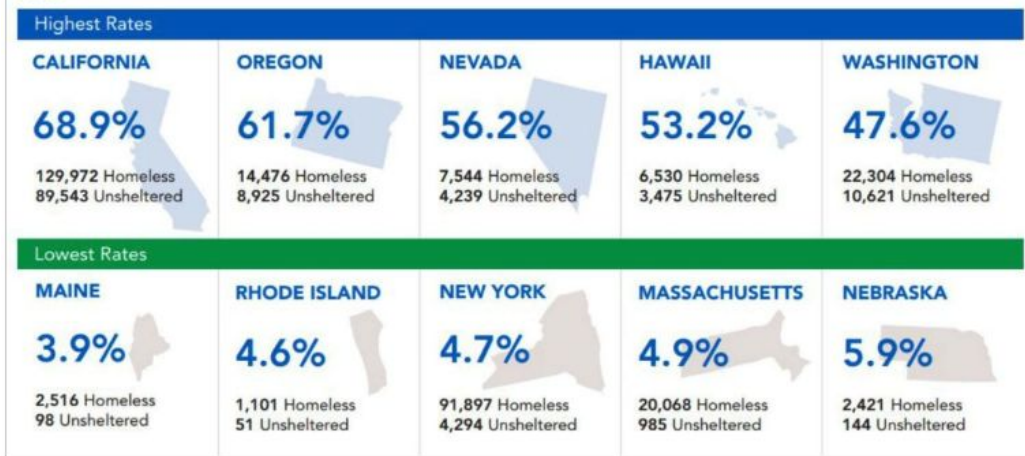
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How Well Do You Know Homelessness Facts?

What State has the highest number of homeless people?

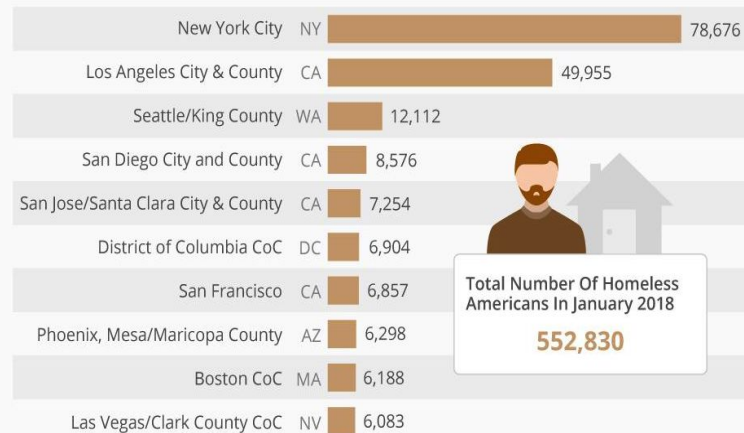
EXHIBIT 1.7: States with the Highest and Lowest Rates of Unsheltered People Experiencing Homelessness
2018



This graphic is from "The 2018 Annual Homeless Assessment Report to Congress: Part 1." (THE U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT)

The U.S. Cities With The Most Homeless People

CoCs with the largest number of people experiencing homelessness in 2018*



Total Number Of Homeless Americans In January 2018

552,830

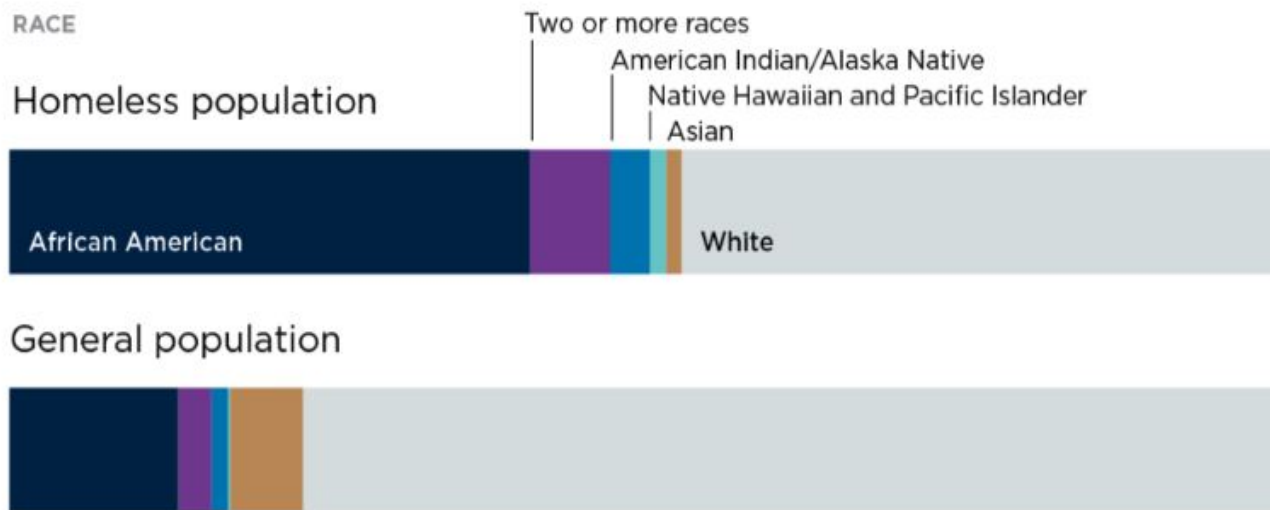
CC BY ND
@StatistaCharts

* CoC: Continuums of Care are local planning bodies who coordinate homelessness services in certain areas
Source: U.S. Department of Housing and Urban Development

Forbes statista

How Well Do You Know Homelessness Facts?

What race is most affected by homelessness?





CDQI

Data Quality Review schedule

In general, Agency Administrators should evaluate and correct data quality quarterly using the following schedule:

- **First month of quarter: begin data quality review, focused on ensuring the correct number of clients are enrolled and there are no null values. Make corrections as needed.**
- Second month of quarter: review data to verify accuracy of data compared other records. For example, ensure that veteran status data entered into Clarity is correct.
- Third month of quarter: assess agency workflow to identify process improvements that may help ensure high quality data is consistently entered into system.- share your experience with OSH Managers and Bitfocus!

SCC Data Quality by Project Type

SCC Data Quality Dashboard

Please see attached PDF report under CDQI section minutes.

[GNRL-220] Program Details Report

[GNRL-220] Program Details Report

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	First Name	Last Name	Agency	Assigned Staff	Staff Created	Enrollment Start Date	Enrollment Exit Date	Chronic Homeless	Housing Service	Housing Service Start Date	Housing Service End Date	DOB	SSN	Unique ID	Personal ID	Household ID	Gender	Race	Ethnicity
2	17FC146E1	Refused	Test Agency	Test User		2017-03-16		Y	[Test Shelter] ES Housing: Household s without children	03/16/2017	05/25/2017	1957-01-01	000-00-0000	17FC146E1	6790	429660	Female	Black or African American	Non-Hispanic Non-Latino
3	Consent	Refused	Test Agency	Test User		2017-05-31		Y				1953-01-01	000-00-0000	B9C4EA194	306001	469222	Male	Black or African American	Non-Hispanic Non-Latino

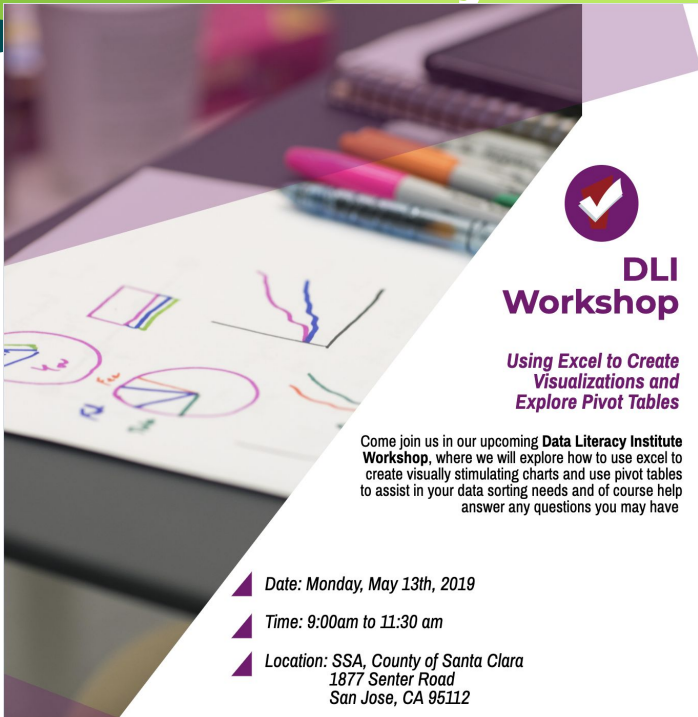
[illegible]

	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV
1	Length of Stay Less Than 7 Nights	Length of Stay Less Than 90 Days	On the night before - stayed on the streets, ES or Safe Haven	Approximate Date Homelessness Started	Number of times on the streets, in ES, or Safe Haven in the past three years	Total number of months homeless on the streets, in ES, or Safe Haven in the past three years	Disabling Condition	Physical Disability	Receiving Services	Long Term Physical Disability	Documented	Developmental Disability	Receiving Services	Substantially Impairs Independence
2				03/16/2016	Four or more times	Twelve Months	Yes	No	Data not collected	Data not collected		No	Data not collected	Data not collected
3				05/31/2016	Four or more times	Twelve Months	Yes							
4					One Time	Twelve Months	Yes	Yes	Data not collected	Data not collected		No	Data not collected	Data not collected
5				05/31/2016	Four or more times	Twelve Months	Yes							
6					One Time	Twelve Months	No	No	Data not collected	Data not collected		No	Data not collected	Data not collected
7				05/19/2017	One Time	One month (this time is the first month)	Yes	No	Data not collected	Data not collected		No	Data not collected	Data not collected
8					One Time	Twelve Months	Yes	Yes	Data not collected	Data not collected		No	Data not collected	Data not collected
9				10/11/2016	One Time	One month (this time is the first month)	Yes	Yes	Data not collected	Data not collected		No	Data not collected	Data not collected
10					One Time	Twelve Months	Yes	No	Data not collected	Data not collected		No	Data not collected	Data not collected
11				04/29/2017	One Time	Twelve Months	Yes	No	Data not collected	Data not collected		No	Data not collected	Data not collected
12				11/03/2016	Two Times	Five Months	Yes	No	Data not collected	Data not collected		No	Data not collected	Data not collected
13				05/28/2016	Four or more times	Twelve Months	Yes							
14					One Time	Twelve Months	Yes							
15				04/02/2016	Four or more times	Twelve Months	Yes							
16				05/26/2016	Four or more times	Twelve Months	Yes	No	Data not collected	Data not collected		No	Data not collected	Data not collected
17					One Time	Twelve Months	Yes	No	Data not collected	Data not collected		No	Data not collected	Data not collected
18					One Time	Twelve Months	No	No	Data not collected	Data not collected		No	Data not collected	Data not collected
+ Programs List ENT-Test Shelter														

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REMINDERS

SCC Data Literacy Institute Workshop



DLI Workshop

*Using Excel to Create
Visualizations and
Explore Pivot Tables*

Come join us in our upcoming **Data Literacy Institute Workshop**, where we will explore how to use excel to create visually stimulating charts and use pivot tables to assist in your data sorting needs and of course help answer any questions you may have

- ▲ *Date: Monday, May 13th, 2019*
- ▲ *Time: 9:00am to 11:30 am*
- ▲ *Location: SSA, County of Santa Clara
1877 Senter Road
San Jose, CA 95112*

▲ Questions, please contact
SCCAAdmin@Bitfocus.com

*Please be sure and register for this
event using the following link*

Please share upcoming
DLI Workshop with your
staff

The background consists of several overlapping geometric shapes. A large teal shape occupies the center, with a dark teal shape above it and a light green shape to its right. Below the teal shape is another dark teal shape, and at the bottom is a light green shape. The text "NEXT MONTH'S MEETING" is centered in the teal area.

NEXT MONTH'S MEETING

When: Thurs, June 6th, 2019



Time: 1:30pm - 3:30pm

Meeting Location:

600 Valley Way, Room 1
Milpitas, CA 95035

Dates and locations for 2019 meetings will be listed on the OSH website:

<https://www.sccgov.org/sites/osh/continuumofcare/osh-events/pages/home.aspx>

Thanks!

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Any
questions?